

Facilitators:

Donna Stoneham — Through her company, Stoneham Associates, Donna provides team and leadership development, change management and executive coaching services to her clients which include: Compaq, Hewlett Packard, University of California at Berkeley, the City of Berkeley, IKON Office Solutions, FHP/Take Care and the National Service Leadership Institute. Her mission is to assist individuals, teams and organizations in realizing their purpose and potential, while aligning spirit, leadership, work and life.

Prior to beginning her consulting practice, Donna served for 15 years as a Management and Sales Executive for the Travelers and New York Life as well as other managed health care companies. Donna has also been trained as a Spiritual Director, is a Certified Professional Coach and has completed training in Appreciative Inquiry at the Taos Institute. She is completing her Ph.D. with a specialization in Learning and Change in Human Systems at the California Institute of Integral Studies in San Francisco. In addition to her coaching and consulting practice, Donna provides pastoral care at Bay Area nursing homes.

Donna's work has been featured in *The Purpose of Your Life* and *The Power of Appreciative Inquiry: A Practical Guide to Positive Change* and her writing has been published in *Presence: The Journal of Spiritual Directors International* as well as various association newsletters and magazines. She has presented at numerous conferences including INC Magazine's "Conference on Growing Your Service Business," UC Berkeley's "Appreciative Leadership Institute," The Pegasus Conference on "Leading in a Complex World, Systems Thinking in Action," and the Taos Institute's "Appreciative Inquiry: A Constructive Approach to Organization Transformation."

Lolma Olson — As president of Sage Consulting, Lolma provides organizational development consultation to a variety of health care client organizations across the United States and internationally. In partnership with her clients they find creative, transformational solutions to the complex issues they face. Focusing on the areas of leadership development, customer service, creating healing cultures and environments and team building, Lolma customizes her approach to meet her clients' needs, always emphasizing the importance of successful organizational change.

Lolma has served as a catalyst to assist her clients integrate customer service initiatives with rapidly evolving, innovative healing culture principles. Among her clients are: Catholic Health Initiatives, Sharp Healthcare, Banner Health System, Northside Hospital, Carondelet Health System, and more. (See *Sage Consulting's website: www.sageteam.com.*) Lolma is also known for her successful organizational development engagements: providing assessments of cultures and environmental needs; planning the implementation and follow-through of current and new organization strategies; and developing and facilitating retreats and workshops.

Prior to founding Sage Consulting, Lolma was internal organization consultant and director of customer and patient relations at a leading teaching hospital in the San Francisco Bay Area. She is co-author with Wendy Leebov and Gail Scott of *Achieving Impressive Customer Service, 7 Strategies for the Health Care Manager*, published by American Hospital Association Press, 1998. She is past president of the California Patient Relations Association and served as a director on the Board of the National Society of Healthcare Consumer Advocacy. She holds a Master's Certificate in Organizational Development from the California Institute of Integral Studies in San Francisco. A martial artist with over 25 years experience, Lolma is a practitioner and instructor of T'ai Chi Ch'uan.

Summit Location and Accommodations:

Address and Telephone Number

Wyndham San Diego at
Emerald Plaza
400 West Broadway
San Diego, CA 92101
(619) 239-4500
www.wyndham.com

Rates:

\$199.00/night, single or double
includes complimentary health club with heated pool, sauna, and jacuzzi

Other Features:

- Complimentary airport shuttle from San Diego airport
- Conveniently located near downtown San Diego and the gas lamp district
- Many rooms have views of the Pacific Ocean

Please reserve your hotel room by April 18, 2003



Facilitators

Donna Stoneham

Principal, Stoneham Associates

Lolma Olson

President, Sage Consulting

May 7-9, 2003

Wyndham San Diego at
Emerald Plaza
San Diego, California

A new definition
of leadership:

“The ability to recognize
and align strengths (toward a
purpose) in such a way that
weaknesses are irrelevant.”

The Corporation for
Positive Change

Imagine

the potential that could be
realized in our organizations,
if leaders truly lived and led
from this mindset?

In *Developing the Heart of a
Leader*, we will guide you
through a process that will help
you discover and liberate
your capacity to lead your
organization, your teams and
your life to transform your
life as a leader.

This process will enable participants to:

- Explore Appreciative Inquiry and its application to organizational leadership
- Discover the kind of leader you want to become and create a personal leadership plan to help you realize that vision
- Explore ways to create appreciative cultures where people are consistently honored and valued for their contributions
- Discover how leading with an appreciative mindset unleashes creativity to achieve bottom-line results

Leaders who participate in this process will deepen their capacity to:

- Coach for high performance
- Transform “problem-talk” to “possibility-talk”
- Create mechanisms that foster shared leadership
- Build high performance teams
- Create dynamic futures through the development of individualized coaching plans and follow-up coaching support
- Coach staff to approach change from a positive perspective
- Enhance and sustain learning organizations that create healing cultures

Who should participate?

This appreciative leadership process is designed for leaders from any area of health care. The Summit content is customized for senior leaders, physician leaders, department heads, and individuals in key leadership roles in your organization.

Dates and Times:

May 7, 8, & 9, 2003

Wednesday, May 7; 5 pm–9 pm,

Thursday, May 8; 9 am–6 pm

Friday, May 9; 9 am–Noon

Location:

Wyndham San Diego at Emerald Plaza
400 West Broadway
San Diego, CA 92101

Summit Fee:

\$1,850.00 per person

(includes Summit and three, half-hour coaching sessions by telephone following the Summit)

\$1,750.00 per person — *when three or more participants from the same organization register by April 4, 2003.*

Facilitators:

Donna Stoneham

Principal, Stoneham Associates

Lolma Olson

President, Sage Consulting

Developing the Heart of a Leader:

An Appreciative Leadership Summit and
Coaching Process for Healthcare Leaders

REGISTRATION INFORMATION

NAME

TITLE

ORGANIZATION

ADDRESS

CITY

STATE

ZIP

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PHONE NUMBER

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FAX NUMBER

E-MAIL ADDRESS

PAYMENT METHOD:

Please send registration form and a check payable to

Sage Consulting

77 Blanca Drive

Novato, CA 94947

Please register and reserve your hotel room by April 18, 2003. Attendance is limited to 36 participants.